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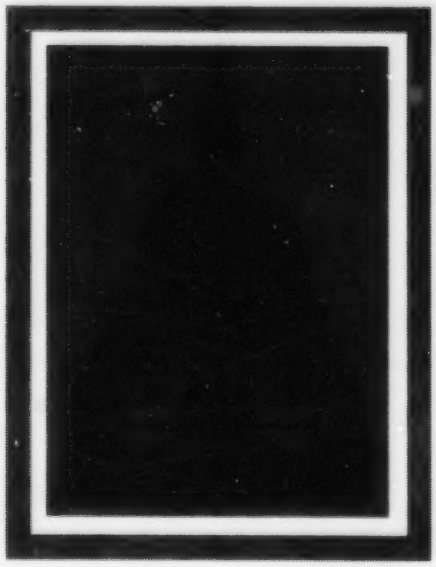
Corporate and Personal Property Registries

Special Operating Agency



1999/2000 Annual Report

Ministry of Finance and Corporate Relations

Corporate and Personal Property Registries

We facilitate and support commerce in the province by providing the framework to register and deliver information, including:

- **creating and registering business and not-for-profit entities,**
- **registering and securing personal property interests, and**
- **registering ownership and location of manufactured homes.**

The vision of the Registries is that all information can be submitted or retrieved electronically by our customers from any location at any time.

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See page 19 for telephone and fax numbers.

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Message from the Registrar

I am pleased to submit the fourth annual report of the Corporate and Personal Property Registries. The Registries became a special operating agency on April 1, 1996. Special operating agencies are required to submit an annual report that outlines their major accomplishments, results and performance for the year.

An important component of all well-performing organizations is their staff. Registries' staff have worked hard in carrying out their daily tasks. Their dedication and commitment are key to the Registries' success as a special operating agency.

A significant benefit to the Registries becoming a special operating agency continues to be budget stability as the Registries have been exempted from budget restraint initiatives and across the board reductions. Without this stability, planning for short and long term projects would have been very difficult.

In terms of overall performance, Registries performance was good in 1999/2000. The volume of work completed was between one and two per cent higher than the previous year while revenues were about one and one-half per cent higher. Of particular significance is that the Registries accomplished this with seven fewer staff. Largely as a result of this efficiency, operational spending was about $670,000 under budget. At the same time, service improvements were made in a number of areas as two more services were within standard than the previous year.

A new *Company Act* was passed by the Legislature in July of 1999. The new act will result in streamlined processes for incorporating and maintaining a company. The Registries have hired a project director to guide implementation of the new act. In addition, several contractors are working to develop the new system that is required. All current work processes will be re-engineered and a new electronic database will be developed as the official register. See Page 17 for a more complete description.

Another significant achievement during 1999/2000 was enhancing electronic access to the Personal Property Registry. Starting in July 1999, clients are able to renew financing statements electronically through BC OnLine. The Registries continue to work on implementing electronic submission of registration changes for the Personal Property Registry.

In response to staff concerns over the quality of air in the office, BCBC reviewed all related concerns with staff and made specific improvements. Improvement in this area is reflected in the results of the annual staff survey, although air quality remains the number one source of complaint from staff.

The Corporate and Personal Property Registries continue to have high transaction volumes. They are the second largest in the country. Although significant progress has been made to provide electronic access to our services, more work is needed and projects are scheduled over the next year to bring more services online.

During the year, Registries managers had the opportunity to participate in conferences on Corporate Law, Personal Property Law and related registry issues. Attendees at the conferences were from Canada, the United States and other countries. Although there are differences in the legislation of each jurisdiction, it is important to ensure our strategic directions and practices are uniform with other Registries across Canada and the United States. With most provincial, state and federal governments now working on e-commerce initiatives, we must ensure our registries continue to attract and support business by providing streamlined registration/filing services using electronic service delivery.

John S. Powell
Registrar

Organization, Mission and Mandate

Corporate Registry

The role of the Corporate Registry is to register and maintain information concerning various types of corporations and firms, and to provide that information to the public. While the registrar has some regulatory responsibilities under the legislation, the Corporate Registry does not exist to manage, direct or intervene in the conduct of any of these entities.

The information available from the Corporate Registry is created as a result of the incorporation of B.C. companies, societies, cooperatives and the registration of proprietorships/partnerships and extraprovincial companies. As each entity is created or registered, a paper file and an electronic file are created. These files contain the name and registered address of the entity, the name and address of the principals, the date of incorporation or registration, the rules of conduct for the entity as well as other miscellaneous information on liquidation, receivership etc.

The first step in creating or registering a legal entity is the approval and reservation of the corporate or business name. The registrar has the authority to approve or reject a name for any good or valid reason. Once the name is approved and reserved, the next step is to incorporate a corporation (a company, society or cooperative) or register a proprietorship/partnership or an extraprovincial company. Each registration or incorporation is reviewed for compliance with the appropriate statute and if accepted, some key information described above is made available electronically. All information is available in the paper format.

All incorporated entities must also file certain documents to ensure the information provided to the public is up-to-date. Failure to file these documents may result in the dissolution of the corporation. Restoration through the court is the only remedy for a dissolved corporation. At times, a corporation may alter its rules of conduct, change its name or amalgamate with another entity or entities. These alterations are also reviewed for compliance with the appropriate statute and do not take effect until filed by the registrar.

The registrar does not have the authority to intervene in the private affairs of any entity. Nevertheless, members of the general public who have a complaint regarding the conduct of a company, society or cooperative are provided advice and guidance on how to proceed in resolving a dispute.

Decisions made by the registrar affecting any party may be appealed to the Commercial Appeals Commission. Similarly, the Office of the Ombudsman is available to individuals who feel the registrar has not dealt with an issue in an appropriate manner, and the affected party has exhausted the appeal process under the legislation. This process allows for independent assessment to ensure administrative integrity has not been compromised.

Personal Property Registry

Registration in the Personal Property Registry is by notice filing. Upon request and payment of the prescribed fees, all of the liens created against personal property in the province are registered, whether the property belongs to a corporation or an individual. Registration establishes priority positions between competing liens in personal property. It provides the information base for the enquiry and search system.

Customers are encouraged to search the registry and register their own liens and discharges by remote computer link from their place of business. These services are also provided by registry staff.

Manufactured Home Registry (MHR)

The role of the Manufactured Home Registry is to register and maintain details of ownership and location of all manufactured homes registered in the province. Information maintained in the MHR protects owners and purchasers of manufactured homes and improves the security of lenders in financing purchases of manufactured homes. No sale, transfer or purchase of a manufactured home in British Columbia is effective unless the transaction is registered in the MHR.

The MHR ensures taxing authorities collect any outstanding taxes before a manufactured home moves to a new location through the issuance of transport permits.

Highlights of the Year 1999/2000

Corporate Registry Improvements

New Company Act

The new *Company Act* was passed by the Legislature in July 1999. The Registries subsequently selected a project director to lead the project through to completion. DMR was selected to design and build the new system needed to implement the act, and began work on the requirements phase.

Internet Credit Card Payment Project

The Company Act Project Team also initiated an Internet credit card project in cooperation with Provincial Treasury. This facility is required so occasional users are able to pay for information they register over the Internet.

Register Limited Liability Companies

The Corporate Registry implemented registration of limited liability companies in British Columbia. Limited liability companies are a new form of business in British Columbia.

Automate Cooperative Dissolution

A new feature was added to the Corporate Registry system to automatically dissolve cooperatives that have not filed during the past three years. This feature resulted in the number of cooperatives on the register being reduced from 691 to 608, and a further reduction is expected during the following few months.

Improve Rejection Letters to Clients

Some minor improvements were implemented in the system that prepares rejection letters.

Personal Property Electronic Commerce

Remote Discharges

The Registries worked with a large registration agency to facilitate their electronic filing of discharges. As a result, the Personal Property Registry has come closer to its standard of 50 per cent of discharges filed electronically.

Remote Renewals

The ability for clients to renew personal property registrations electronically was introduced in July 1999. Within three months over 75 per cent of all renewals were being filed electronically.

Remote Changes

Most of the systems development work to enable clients to file more complicated change documents electronically has been completed. This will be implemented in fiscal 2000/01.

Motor Licensing Services

A change was made to the personal property search transaction, locking in exact matches to the serial number being searched, and making it necessary for motor licensing offices to print search results they perform for clients. This has improved the accuracy of information being provided to clients.

Forms Availability in Vancouver

In response to client requests, Personal Property Registry forms are now available at the Canada BC Business Centre, 601 Cordova Street, Vancouver.

Manufactured Home Registry System

Improve Rejection Letters

Manufactured Home Registry staff have been developing the paragraphs needed to automate rejection letters which are sent to clients when documents are submitted incorrectly.

Evaluate Moving Files Off-Site

An analysis was conducted into the need to move the Manufactured Homes Registry's paper files off-site. It was determined the files will remain on-site for the foreseeable future.

Other Registries Initiatives for 1999/2000

Prepare for Year 2000

The Registries put a lot of effort into preparing for the Year 2000. As a result, there were no problems with the rollover to the New Year.

Business Continuation

In conjunction with the Year 2000 initiative, the Registries upgraded and tested its Business Continuation Plan.

Test Systems Disaster Recovery

The Registries participated in a dry run disaster recovery of one of its large computer systems at ITSD.

Improve Records Management

The Registries completed the Organizational Records Classification (ORCS) for all of its business records. This includes retention schedules. The schedule is currently awaiting approval by a Public Accounts Committee.

Review Goals

Management refined the goals and measures presented in the Registries annual business plan.

Increase Refund Limit

To comply with government policy, the Registries increased the minimum amount automatically refunded to clients from $5 to $10.

Upgrade Registries Home Page

The Registries now have one home page. This includes new sites for both the Manufactured Home Registry and the Personal Property Registry. The Registries site complies with the new government standard. The site address is: http://www.fin.gov.bc.ca/registries/default.htm

Renew Relationship with BC OnLine

A new supplier has taken over the operation of BC OnLine. The Registries has participated actively in the management activities related to this transition.

Service Measures

Services Provided

The main functions of the Registries are registration of information and provision of searches concerning that information.

Table 1 shows total active files for all the types of information registered.

Table 1
Total Active Files
as at March 31

	2000	1999	1998
Corporate Registry			
B.C. Companies	265,799	260,641	255,969
Extraprovincial Companies*	17,312	16,627	16,186
Societies	21,471	20,750	20,170
Cooperatives	608	655	620
Partnerships	256,244	236,081	217,617
Personal Property Registry			
Active Financing Statements	1,043,966	1,019,664	960,004
Manufactured Home Registry			
Registered	69,034	69,083	69,091
Exempt	15,910	14,831	13,515
Active Financing Statements	1,043,966	1,019,664	960,004

*Extraprovincial companies include Limited Liability Companies.

Total Services Provided

Corporate Registry volumes generally increased in 1999/2000. Following declines in the previous two years, volumes for the establishment of new businesses rebounded quite significantly. The only area to experience a reduction in volumes was searches.

Volumes in the Personal Property Registry also rebounded somewhat compared to 1998/99. The one exception was initial registrations, which declined by about three per cent.

Although Manufactured Home Registry volumes continued to decline, the rate of decrease was fairly modest compared to the previous year.

Table 2 provides a summary of the main services offered by the Registries.

Table 2
Total Services Provided

	1999/2000	1998/99	1997/98	% change, 1998/99 to 1999/2000
Corporate Registry				
Name Reservation Requests	72,704	67,467	70,172	7.8
Formations				
— B.C. Companies	21,832	20,535	22,394	6.3
— Extraprovincial Companies	2,461	2,179	2,230	12.9
— Societies and Cooperatives	1,713	1,584	1,498	8.1
Partnerships	21,528	19,854	19,558	8.4
Dissolutions	20,153	17,846	17,384	12.9
General Filings	310,472	309,384	302,798	0.4
Searches	378,459	385,991	392,382	−2.0
Personal Property Registry				
Registrations				
— Financing Statements	351,130	362,776	386,275	−3.2
— Renewals*	44,722	23,286	23,507	92.1
— Changes	30,531	29,467	32,688	3.6
— Discharges	184,288	183,454	195,665	0.5
Searches	759,750	745,051	746,505	2.0
Manufactured Home Registry				
Initial Registrations	1,361	1,436	2,052	−5.2
Transfers of Ownership	8,565	9,025	10,828	−5.1
Transports	2,714	2,944	3,989	−7.8
Searches	39,039	40,280	47,350	−3.1

*There was a major one-time renewal initiative by one client in 1999/2000. This was done soon after the introduction of remote renewals.

Turnaround Times

One of the goals for the Registries is to decrease turnaround times for the provision of services. More areas of the office provided services within published standards in 1999/2000 than in 1998/99. This is the third consecutive year in which the Registries have improved this key aspect of service for its clients. This improvement was achieved while the Registries reduced its staff complement. Table 3 shows average annual service turnaround times being achieved for the various types of services provided by the Registries.

Note that this table provides details for only the highest volume services provided to clients. These are also the most important services for Registries clients. The totals at the bottom of the table are for all Registries services that have been measured consistently over the past four years.

Table 3
Service Turnaround Standards
Average Performance for the Year

	Standard	1999/2000	1998/99	1997/98
Corporate Registry				
Name Reservation	2	0.0	0.0	0.1
Incorporation	5	4.1	5.0	5.0
Partnership Registration	5	5.3	3.7	5.3
Alterations	5	3.9	3.9	3.3
Annual Reports, filings	10	14.7	18.1	22.3
Dissolutions, etc.	5	2.9	3.6	N/A
Search	3	0.9	0.9	1.3
Societies Formation	5	2.3	3.6	3.3
Societies Alterations	5	3.3	8.4	11.0
Societies Filings	10	7.6	12.0	22.5
Personal Property Registry				
Registrations	2	1.7	1.7	3.1
Search	1	0.0	0.0	0.0
Manufactured Home Registry				
Registration	2	0.9	0.9	1.0
Summary				
Meeting standard		13	11	9
Not meeting standard		6	8	10

Remote Registrations and Searches

A goal of the Registries is to increase electronic access to information. Use of remote services is a major indicator of Registries' success.

The only new remote service in 1999/2000 was in the Personal Property Registry. Clients are now able to renew financing statements electronically. This service was introduced in July 1999 and within three months over 75 per cent of renewals were being registered electronically.

Table 4 shows the various services that are available for clients to complete themselves electronically and the percentage of times the clients in fact perform the service.

Table 4
Services Performed Electronically by Clients
(Per Cent)

	Target	1999/2000	1998/99	1997/98
			(Per Cent)	
Corporate Registry				
Name Reservation Requests	70	77	73	71
Searches	92	94	93	92
Personal Property Registry				
Financing Statements	95	97	96	90
Discharges	50	35	19	20
Renewals	25	74	N/A	N/A
Searches	97.5	98	98	98
Manufactured Home Registry				
Initial Registration	70	50	N/A	N/A
Transport Permits	45	63	38	30
Searches	88	90	89	87

Expenditures and Revenues

One of the key requirements for the Registries to succeed as a special operating agency is achieving administrative efficiency. The tables in this section focus on reporting key administrative facts.

The Registries was able to stay within its operating budget of $8.63 million for 1999/2000 and ended the year with a surplus of about $670,000. The Registries had very limited capital expenses for the year since it is focusing it's efforts on the *Company Act* project.

The Registries also was allocated $1 million to commence work related to implementing a new *Company Act*. However, since the act was not introduced in the legislature until July of 1999, very little of this money was spent. Under the terms of the Registries' SOA agreement these funds may be available for work done to implement the new act in future years.

Table 5 shows expenditures for the year compared with the budget.

Table 5
Registries Expenditures

	1999/2000 Budget	1999/2000 Actual	1998/99 Actual	1997/98 Actual
	$	$	$	$
Operations				
Salaries	4,560,000	4,151,539	4,409,226	4,373,030
Supplemental salaries	35,000	44,230	43,512	57,529
Employee benefits	987,000	900,867	957,971	906,616
Commissions and boards	2,000	1,854	—	659
Travel	55,000	19,410	12,797	25,127
Professional services	27,000	88,028	10,442	15,859
Information systems — operations	1,010,000	814,148	915,800	915,465
Office and business expenses	773,000	719,248	770,615	660,782
Office furniture and equipment	21,000	78,350	27,079	55,723
Advertising/publications	17,000	5,333	8,325	557
Statutory notices	118,000	129,658	111,491	120,605
Utilities, materials	—	—	—	129
Amortization expenses	256,000	241,756	N/A	N/A
Building occupancy	813,000	769,694	821,489	878,824
Total Operating Costs	**8,634,000**	**7,964,115**	**8,088,747**	**8,010,905**
1998/99 Operating Surplus		669,885		
Capital				
Professional services	—	—	54,845	—
Information systems — capital	845,000	133,570	103,583	211,744
Total Capital Costs	845,000	133,570	158,428	211,744

The total annual staff allocation for the Registries was 122.0 full time equivalent employees (FTE's). This included 4.0 FTE's for the *Company Act* project. For the total year, the Registries utilized 110.8 FTE's. None of the FTE's for the *Company Act* project was utilized.

This is a reduction of about seven operations staff compared to 1998/99. The main reason for the reduction is that the decrease in volumes in 1998 and 1999 resulted in fewer staff being required. In addition, the combined Personal Property Registries (Manufactured Home Registry and Personal Property Registry) also reduced their staffing level as benefits from automation and combining the two registries continue to be realized.

Table 6 shows the utilization of staff.

Table 6
FTE Allocation

	1999/2000 Budget	1999/2000 Actual	1998/99 Actual	1997/98 Actual
	# of FTE's			
Corporate Registry				
Incorporations	18.4	17.6	17.3	17.2
Names	12.0	11.6	11.8	11.8
Examining	24.8	23.8	25.9	25.5
Records	11.0	11.4	11.1	10.8
Societies	10.0	10.1	10.0	9.8
Personal Property Registry	9.2	6.7	11.3	10.9
Manufactured Home Registry	9.0	8.4	8.4	9.4
Support Areas				
Revenue	11.0	9.1	9.5	9.4
Finance and Administration	2.6	2.6	2.9	3.0
Systems	4.0	4.1	4.1	4.1
Management	6.0	5.5	5.9	6.0
Company Act Project	4.0	0.0	N/A	N/A
Total	122.0	110.8	118.1	117.9

The net revenue generated by the Registries for the fiscal year was $36.5 million. This is an increase of about $0.5 million over 1998/99. Table 7 shows revenues generated by each registry.

Table 7
Registries Revenues

	1999/2000	1998/99	1997/98	% Change, 1998/99 to 1999/2000
	$	$	$	Per Cent
Corporate Registry	25,039,047	24,120,236	24,049,264	3.8
Personal Property Registry	10,646,071	10,964,603	11,588,857	−2.9
Manufactured Home Registry	837,674	917,597	1,077,073	−8.7
Total	36,522,792	36,002,436	36,715,194	1.4

One of the measures of Registries' efficiency is the ratio of revenues to expenditures. In 1999/2000 the Registries generated $4.63 in revenue for every $1.00 it spent. Table 8 provides the information used for calculating this ratio.

Table 8
Ratio of Revenues to Expenditures

	1999/2000	1998/99	1997/98
	$	$	$
Corporate Registry — Formations	4.97	4.88	4.99
Corporate Registry — Maintenance	3.98	3.92	3.88
Corporate Registry — Societies	0.73	0.75	0.54
Personal Property	18.51	11.04	12.27
Manufactured Homes	1.04	1.08	1.11
Average	4.63	4.39	4.47

Another measure of Registries' efficiency is the cost for each service provided. The Registries uses a weighting system to make its various services comparable. In 1999/2000 it cost $8.19 for each service provided. Costs are lower than they were in 1998/99 because the Registries reduced its staff complement to match reduced volumes. Table 9 provides the information used to calculate this cost.

Table 9
Cost per Unit of Service

	1999/2000	1998/99	1997/98
Expenditures	$7,964,115	$8,192,330	$8,222,649
Services	972,279	958,967	1,029,335
Ratio	$8.19	$8.54	$7.99

Staff Satisfaction

An important goal for the Registries is to improve staff involvement and commitment. The main tool for measuring success in this regard has been to conduct a survey of staff satisfaction.

The survey uses a five-point scale, with a value of "1" being defined as poor and a value of "5" being defined as excellent. The overall rating in 1999/2000 was 3.48, compared to 3.56 for the same set of questions asked a year earlier.

Ratings declined in four areas. The number in parentheses represents the decline in the rating (a scale of 1 to 5 is used):

- Computer systems (0.17)
- Working for the government (0.16)
- How the person feels about his/her job (0.14)
- The person he/she reports to (0.14)

Ratings improved in two areas:

- Work area (0.20)
- Air quality (0.22)

User Forums

Corporate Registry User Forum

The Corporate Registry User Forum is composed of representatives from the major user groups of the registry. Members review, discuss and advise the registry on proposed changes to registry forms, practices and procedures. In addition, they provide feedback to and from their supporting organization and the registry.

The user forum met twice in 1999/2000. Members provided the general requirements that the organizations they represent expect the Corporate Registry to meet for implementation of the new *Company Act* to be successful.

Personal Property Registry User Forum

The membership of the Personal Property Registry User Forum is comprised of representatives of the various user groups of the registry. Input from user forum members is particularly useful when changes are being considered to the remote system, forms, or internal practices and procedures. Representatives also provide a communication link between their supporting organization and the registry.

Input from this group was obtained concerning proposed new transactions for remote changes, which will be implemented in the fall of 2000.

Manufactured Home Registry User Forum

As in the other user forums, this group is composed of representatives from the varied client groups doing business with the registry. They review, discuss and provide input to the registry on proposed changes to registry forms, the remote system, and internal practices and procedures.

The user forum was inactive in 1999/2000.

A Look Ahead for 2000/2001

The Registries will continue to work towards having all information available electronically so all information may be submitted or retrieved electronically by our customers from any location at any time. With the addition of remote change statements to the Personal Property Registry, all services in the Personal Property Registry and the Manufactured Home Registry that can be automated will be available to clients electronically.

In the Corporate Registry, the new *Company Act* system is being implemented. Business requirements and a technical design for this new system are currently being worked on and when developed all services will be offered over the Internet.

Key changes to the Corporate Registry arising from the new *Company Act* are:

- At present the paper documents are the legal record, while the computer system has no official standing. Under the new act, the computer database will be the legal record.
- The company's charter documents will be filed at the company's records office. One to two page notices will be filed at the Corporate Registry.

Target Company Act Project milestones for 2000/2001

- By June 2000, the design phase will be completed and screens will be displayed on the Internet.
- By February 2001, the system development will be completed and user testing underway.
- The new Internet system is planned to be ready for implementation upon proclamation of the new *Company Act*, hopefully by June 2001.

When the new system is implemented, customers will have the ability to file documents three ways: by submitting paper forms, by entering data through the new Web system or by uploading files via the Web (for large-volume customers). Customers will also be able to pay using a credit card over the Internet as well as the current methods of cash, cheque, debit card or deposit account.

All the services of the new system will be offered by BC OnLine, our electronic access service partner, as well as directly to the public through the Registries Web site.

Legislation Administered by Registries

Company Act

The *Company Act* is the cornerstone legislation that underpins most commercial activity in the province. It sets out how companies are created, dissolved or reorganized. It establishes the rights of shareholders and responsibilities of directors. The act is intended to be enabling rather than regulatory. It establishes the office of the Registrar of Companies and requires companies to file certain information and documents with the registry. It also provides for public access to these records. These records include incorporation documents, annual reports, directors' notices, and addresses of both the registered and records offices of the company.

Society Act

The *Society Act* provides for the formation and conduct of non-profit organizations. These organizations are very diverse in their purposes and include charitable organizations. Like companies, a society incorporated under this act is a separate legal entity. The act requires societies to file certain information with the registrar, similar to information filed by a company. It also provides for public access to that information.

Cooperative Association Act

The *Cooperative Association Act* sets out how cooperatives are formed and how they operate. Like other corporations, a cooperative association is a legal entity separate from its members. One aspect of the cooperative basis is that each member of a cooperative has one vote regardless of the amount of capital the member has contributed. Another aspect is that goods and services be provided primarily to members as nearly as possible to cost. Cooperatives are required to file information with the registrar similar to a company or society.

Partnership Act

The *Partnership Act* sets out the rules for determining when a partnership exists and the rights between the partners. It also provides for the creation and registration of limited partnerships. A limited partnership is an investment vehicle where the general partners run the partnership and the limited partners are liable only to the extent that they contribute to the partnership. While the act does not give a partnership legal entity status it does require, for disclosure purposes, that a declaration be filed with the registrar if a partnership or proprietorship carries on the business of trading, manufacturing or mining.

Personal Property Security Act

On October 1, 1990, the *Personal Property Security Act* became the single statute regulating registration of liens against personal property in British Columbia. It contains provisions dealing with establishing security agreements, registering security interests, priorities between secured creditors and other claimants, enforcement of security interests, conflicts of laws, and many other matters relevant to personal property transactions. The act establishes the office of the Personal Property Registry and establishes processes for registration of security interests. It also provides for public access to registered information.

Manufactured Home Act

The *Manufactured Home Act* provides for the registration of ownership and location details on manufactured homes in the province. It establishes the office of the Manufactured Home Registry and establishes processes for registration of ownership details and issuance of transport permits to move a manufactured home. It also provides for public access to registered information. The act provides authority for the collector having taxing authority over a manufactured home to confirm that no taxes are in arrears or delinquent prior to issuance of a transport permit.

Other

In addition, the registrar has some responsibility in a number of other acts including:

- *Company Clauses Act*
- *Credit Union Incorporation Act*
- *Financial Institutions Act*
- *Repairers' Lien Act*
- *Miscellaneous Registrations Act*
- numerous private acts involving the creation of legal entities

Publications Available

- Incorporating a Company in B.C. (brochure)
- Registering Your Business (brochure)
- Personal Property Registry: Registration and Search Guide
- Personal Property Registry: Registry Information Sheet (pamphlet)

Visit our web site at http://www.fin.gov.bc.ca/registries/default.htm

Our Phone and Fax Numbers

	From the Lower Mainland (no charge)	From the rest of the province	FAX
Corporate Registry			
General Information (phone tree)	775-1041	(250) 387-7848	(250) 356-0206
Name Reservation/Partnerships	775-1044	(250) 356-2893	(250) 356-1428
Incorporations	775-1045	(250) 356-8648	(250) 356-8923
Corporate Dissolutions	775-2585	(250) 356-5986	(250) 356-6422
Corporate Examining	775-1047	(250) 356-8626	(250) 356-6422
Societies and Cooperatives	775-1046	(250) 356-8673	(250) 356-6977
Search and Photocopy	775-1040	(250) 387-5101	(250) 356-0206
Records (files)		(250) 356-8615	
Personal Property Registry			
General Information	775-1048	(250) 356-8609	(250) 387-3055
Registration Information	775-1048	(250) 356-8609	(250) 387-3055
Search	775-1043	(250) 356-8600	(250) 387-3055
Manufactured Home Registry			
Registration	775-1042	(250) 356-8609	(250) 387-3055
Search	775-1042	(250) 356-8600	(250) 387-3055
Office-Wide numbers			
Refunds		(250) 356-9417	(250) 356-9422
Administration		(250) 356-8665	(250) 356-9422
Management and Systems		(250) 356-8661	(250) 356-9422